

BASEL-LANDSCAPE TAX ADMINISTRATION IMPROVES DATA CAPTURE SPEED AND QUALITY WITH OCR FOR ANYDOC®

At A Glance

BASEL-LANDSCAPE TAX ADMINISTRATION

Industry

Government

Customer Profile

The tax administration of the canton (county) Basel-Landschaft handles the administrative tasks of collecting taxes in the Swiss canton.

Challenge

The tax administration of Basel-Land was processing over 60,000 tax returns annually using an antiquated OCR scanning system. The introduction of new forms to conform to new tax law requirements and the adjustments of the existing software solution were time-intensive and costly.

Solution

With OCR for AnyDoc, adjustments were implemented within the shortest time possible. Management profits from enormous savings as a result of increased productivity and reduced maintenance expenses.

Benefits

- Complete automated system fully integrates with the office's existing hardware and tax application.
- High capturing quality of OCR for AnyDoc reduces manual interventions and correction needs.
- Solution scales to process increasing volumes of forms.
- Automatically balanced totals provide an additional control to reveal miscalculations.
- User-friendly system provides ability to easily update their business rules without complex programming.
- AnyDoc provides reliable support with a low cost of ownership.

The canton (county) of Basel-Landschaft is in the northwest of Switzerland. It borders Germany and France, as well as the Swiss cantons of Aargau, Solothurn and Jura. Although it is one of the smaller cantons of Switzerland, Basel-Landschaft ranks tenth in population. As of 2006, the canton has a population of approximately 270,000.

Challenge

The tax administration office of Basel-Landschaft processes thousands of tax returns annually and must continually comply with new tax law requirements. With an antiquated OCR scanning system, the introduction of new forms and adjustments of the existing software were time-intensive and costly.

To be able to efficiently process the large volume of tax returns received annually, the tax administration office selected OCR for AnyDoc® to capture data from handwritten and machine-generated tax returns. With this system, more than 60,000 multi-page tax returns can be cleanly scanned and captured automatically each year, and these numbers are rising. The AnyDoc solution currently processes around 240,000 pages within a much shorter time frame than the previous software solution.

With the new AnyDoc solution in place, the tax office now has a complete automated system in which all software components optimally collaborate with each other. The electronically recorded and automatically validated data is output directly to the NEST-database, Basel-Landschaft's tax application, via a corresponding interface, and manual data entry has been nearly eliminated.

In addition to the tax returns, the tax administration office also processes tax withholding records with OCR for AnyDoc. As of 2007, new tax laws also provide for the mandatory submission of employers' wage statements. With OCR for AnyDoc, the tax administration office can easily adapt to the changing requirements. The system reads these documents, reconciles them against the existing information and transfers the data into the downstream systems (NEST and Axxento for archiving).

Solution

During the selection procedure, the AnyDoc solution turned out to be a favorite compared to its competitors because of its optimal ability to meet the tax administration office's specified requirements. One of OCR for AnyDoc's strengths, for example, is the processing of position sequence for page identification and the automatic check sum during data verification. The check sum is an additional control instance that can uncover various mistakes, such as miscalculations. For the selection of OCR for AnyDoc, other decisive aspects included the possibility to process documents with different barcodes (such as pdf417 and Aztec barcodes) in the same treatment process, the user-friendly user interface and the interface to NEST.

Benefits

Both the quantitative and qualitative targets were fully met with the introduction of AnyDoc's new scanning system. The tax administration office of the Basel-Landschaft canton benefits from significantly increased efficiency and the associated cost reductions. The new system distinguishes itself with a high recognition rate in the acquisition of data. Since the solution can be expanded at any time, the management can react to new requirements faster.

With the introduction of OCR for AnyDoc, the tax administration office of Basel-Landscape replaced an OCR software system whose greatest deficits were its performance, lack of flexibility and cost inefficiency. This is where the AnyDoc solution provided a clear remedy. With OCR for AnyDoc, changes can be quickly and easily implemented. And that's not all — OCR for AnyDoc is a solution capable of processing multiple document types. It is just as multi-faceted as the incoming documents themselves. If the number of incoming tax returns increases, the administration is well prepared to continue processing in a timely manner. And despite higher volumes of records to be processed, costs will not increase.

Thanks to OCR for AnyDoc, the Basel-Landscape tax administration office works far more efficiently than with the previous system — and all this with the same hardware. With OCR for AnyDoc, the tax administration can allow employees who used to deal with the pre-acquisition of data to handle tasks with higher qualifications. “With OCR for AnyDoc, we have found a solution that allows us to make individual operational adjustments,” says Ursula Weiss, responsible project manager for the tax administration of Basel-Land. “The application is especially user-friendly,” she adds. Weiss comments on AnyDoc's excellent support as well. “The people of AnyDoc promptly react to our inquiries; the collaboration is very good.”

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